

WA# 25 - Amend# 1

Work Assignment Background

The Washington Information Center (WIC), established in 1984, provides computer support and assistance to the Environmental Protection Agency (EPA) Headquarters offices. The WIC offers a wide range of services for microcomputer, minicomputer, and mainframe systems. The WIC is divided into three functional support areas: Personal Computer/Local Area Network (PC/LAN) Technical Support, Office systems technical Support, and the Headquarters Mainframe Printed Output Distribution Center.

The purpose of this work assignment is to obtain contractor support to assist ETSD in providing PC/LAN technical support, systems analyst Technical support, Internet Support and Headquarters executive office LAN Administration support. In addition, the work assignment defines the contractor support needed to run the Headquarters Mainframe Printed Output Distribution Center.

In meeting the requirements of this work assignment, the contractor shall be involved in a support role and shall not, under any circumstances, be involved in the actual determination of EPA policy or in any other activity that may be construed as an "inherently governmental function."

Work Assignment Other Requirements

Procurement and ODCs

PC Maintenance Parts: PC maintenance parts and services are procured throughout the year in support of the PC maintenance services provided by the WIC.

PTS Productivity Courseware Site License: PTS Courseware offers EPA training locations with ready made, customizable courseware for stand-up training of EPA PC users. This is a continuation of a site license purchased in FY94. Total Employees: For use in EPA classroom settings.

CBT Training Materials: The WIC provides computer-based training materials for the EPA Learning Laboratory. An arrangement with a vendor providing CBT tapes on a rental basis, with new tapes being rotated into the facility monthly, must be completed to continue this service. The tapes are used by both EPA and contractor personnel on an ongoing basis. They can be viewed in the Learning Lab or checked out for use at home. Total Employees: For EPA employees on a first come/first served basis.

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the central point for reporting telecommunications problems, scheduling use of the WIC's large conference room, reserving public access equipment, and scheduling use of EPA's learning lab. When a call is received at the Help Desk, an automated attendant shall route the call to the proper location.

An evaluation of a consolidation of all Headquarter's Services Help Desks will be investigated and a proposal will be presented no later than the end of the first Trimester. Implementation will begin as soon as the proposal is approved by the WAM.

Help Desk calls shall be tracked using a Help Desk Automated Tracking software. New tracking software (Remedy) shall be tested and if all requirements are met, the system shall be implemented. Total number of calls shall be reported in the monthly progress report and categorized according to type (e.g., hardware or software trouble calls, hardware or software installation requests, file server problems, large conference room requests, public access equipment requests, learning lab requests, and miscellaneous requests). Customer satisfaction shall be determined based on feedback from the user community on service evaluation cards left at the end of a call and returned to WAM and the Customer Survey provided to the WAM.

Help Desk analysts shall be proficient in the use of the latest Agency-supported PC/LAN software including Windows, WordPerfect, GroupWise, Lotus 1-2-3 and Notes, dBase, and Crosstalk, plus other locally supported software packages.

The Contractor will provide data by Program Office for the SIRMO Report that will detail that Program Office use of WIC Services.

Task 02 PC/LAN Maintenance Support

This task relates to WCF resource pool code R201.

The contractor shall provide PC/LAN installation, troubleshooting and maintenance support for non-warranted systems to Headquarters users between the hours of 8 am and 5 pm EST, Monday through Friday. Support services shall be provided to all official EPA Headquarters building sites. Machines that reside at locations other than official EPA office sites shall be serviced on a carry-in basis (equipment can be dropped off during normal working hours).

The contractor shall handle all warranty related Headquarters service calls for PCs purchased from the Agency PC/LAN contract. This support is the same as that provided for non-warranted systems.

The Contractor shall complete software installations within 6 working days after a call is

received 100% of the time. Hardware installations shall be completed within 5 working days after a call is received 100% of the time. The Monthly Progress Report shall indicate the number of software and hardware installations completed as well as the turnaround time for these calls.

The Contractor shall respond to troubleshooting calls within 4 working hours 90% of the time. The Contractor shall perform both basic and advanced diagnostic testing to identify the nature of a hardware problem, ensuring that warranty requirements are not violated at any time. After isolating the cause of the problem, the contractor shall take whatever action is necessary to remedy the problem. If there is any concern about the proper action the WAM should be consulted. PCs shall be fixed on the first visit 60% of the time. Customers shall be notified within 5 working days of a call, why the call is not closed, 100% of the time.

The contractor shall keep an inventory of spare parts on hand to be used as replacements for faulty hardware components. The contractor shall carefully monitor the inventory and restock replacement parts (as necessary) to ensure that parts are available in the existing inventory 90% of the time. Parts shall be bar coded upon arrival at the WIC and tracked using a database tracking system. The inventory of parts shall be validated on a monthly, quarterly, and annual basis. A report shall be provided in accordance with the terms of the contract upon completion of the validation process.

The contractor shall be responsible for providing loaner equipment from existing WIC inventory to an office (unless the office specifically requests not to have the loaner equipment installed) within 16 working hours after responding to a call from the customer at the Help Desk, if a CPU, monitor, printer, or keyboard cannot be fixed.

The contractor shall provide "priority" maintenance support when file servers experience difficulties. When a call is placed to the WIC Help Desk, the Contractor shall respond to the call in accordance with Standard Operating Procedures (SOP). The Contractor shall either resolve the problem over the phone or elevate the call to the highest priority in the dispatch queue. When the Contractor visits the Program Office, he/she shall be equipped with a "file server crash kit" that will contain components specific to the trouble call (i.e., main logic boards, memory modules, hard drive(s), and disk controllers, etc.). Diagnostic testing shall be conducted and parts replaced if possible. If the file server problem cannot be resolved during the on-site visit, the Contractor shall escalate the problem to their Management who will be responsible for overseeing the call until it is completed. The Contractor shall utilize all available resources to quickly resolve the problem and keep the Program Office and the WAM well informed as to the status of the call until the problem is resolved.

Status forms shall be left whenever an onsite visit is made. The contractor shall indicate the status of the call on the form for the customer's reference. Performance Survey Cards shall be provided to the customer when a call is completed. The average monthly score on Performance Survey Cards returned to the WIC will be greater than 70 (70 = excellent), 100%

130 of the time.

131 The Contractor shall be proficient in installing and troubleshooting EPA microcom-puters and
132 peripheral devices. Familiarity with LAN-related hardware such as token ring boards, as well
133 as EPA standard software is also required.

134 The Contractor will provide data by Program Office for the SIRMO Report that will detail
135 that Program Office use of WIC Services.

136 The Contractor shall fully comply with Clause 52.245-5 and Part 45 of the Federal
137 Acquisition Regulations regarding recording, tracking, inventorying, and reporting all
138 government property including repair parts and loaner equipment.

139 **Task 03 PC/LAN Training**

140 This task relates to WCF resource pool code R201.

141 The contractor shall be responsible for overseeing all aspects of the Headquarters PC/LAN
142 training program including courseware development, registration for classes, and instruction.
143 The program shall include both full-day classes and half-day workshops. Full-day classes
144 shall begin at 9 am and end at 4 pm EST while workshops will begin at either 9 am or 1 pm
145 EST and shall be three hours in duration.

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147 A course syllabus and schedule will be published on a quarterly basis and provided to all
148 training coordinators. In addition, the schedule and class rosters shall be maintained online,
149 available to the customer and updated on a nightly if necessary. The syllabus shall include
150 course descriptions, dates and times when courses are offered, and a list of prerequisites for
151 any intermediate or advanced training classes. The schedule shall include a list of classes that
152 will be offered during the quarter.

153 Course materials shall be updated within 6 months after a new release of a software program
154 becomes available. Course materials will be customized to accommodate special requests
155 from Headquarters Program Offices as required and approved by the WAM through written
156 technical direction. The contractor will explore alternatives to stand-up classroom training
157 and provide recommendations to the WAM. New classes will be developed as directed by the
158 EPA WAM through written technical direction.

159 Training room equipment shall be properly configured for use in the particular class being
160 offered 100% of the time. The average monthly score on Course Evaluations returned to the
161 WIC will be equal to or greater than 70 on a scale of (70 = excellent), 100% of the time.

162 Contractor trainers shall be proficient in the use of the software being featured in a particular
163 class. Trainers shall have oral communication skills and training experience to conduct
164 classes in a professional manner and written skills to develop clear and concise classroom
165 documentation.

166 The Contractor shall provide data by Program Office for the SIRMO Report that will detail
167 that Program Office use of WIC Services.

168 **Task 04 PC/LAN Core Support**

169 This task relates to WCF resource pool code R201.

170 The contractor shall provide core support services including support in the use of public
171 access (bay) equipment, support to the specially-advantaged, and coordination of National
172 Information Centers Exchange (NICE) activities.

173 Technical support shall be provided to users taking advantage of "bay area" equipment and
174 software from 9 am to 5 pm EST, Monday through Friday. The Contractor shall be
175 responsible for providing support to customers in using the special hardware and software
176 available in the bay, data transfers and disk recoveries, and responding to general questions.
177 Bay area coverage shall be provided 100% of the time during the established hours of
178 coverage.

179 Workstations available in the bay shall be equipped with the software most commonly found
180 in use throughout the Agency (*e.g.*, dBase, Lotus 1-2-3, Notes, WordPerfect, *etc.*) as well as
181 programs that may not be as readily available in the Program Offices as directed by the WAM
182 through written technical direction (*e.g.*, Freelance, Ventura Publisher, PageMaker, *etc.*). In
183 addition, a variety of special peripheral devices (*e.g.*, color plotters, 35mm cameras, scanners,
184 *etc.*) shall be connected to the systems. The Contractor shall be responsible for ensuring that
185 all hardware and software is in good working order and that all bay area machines are running
186 virus protection programs at all times. The Contractor shall also be responsible for
187 developing an annual upgrade plan to ensure that the bay area remains state-of-the-art. This
188 plan should include recommendations for hardware and software upgrades as well as
189 recommendation for new technology that should be made available to the EPA Customer.
190 The Contractor shall proceed with the upgrade with approval of the WAM as issued through
191 written technical direction.

192 The contractor shall be proficient in the use of all software installed in the bay and familiar
193 with the use of any equipment available for use. Contractor shall also be proficient in data
194 recovery utility programs and data transfer techniques.

195 The contractor shall be responsible for providing support to specially advantaged individuals
196 working in Headquarters Program Offices. Alternatives to standard hardware and software
197 shall be explored, evaluated and tested if necessary, and recommended to these individuals.
198 The Contractor shall take a proactive role in identifying technology options available to those
199 seeking assistance and providing this information to the WAM for purchase.

200 The contractor shall be responsible for coordinating activities for the National Information
201 Centers Exchange (NICE). Activities include coordination of monthly teleconferences,
202 publication of monthly minutes summarizing topics discussed during the teleconferences,
203 supporting the annual conference, and maintaining accurate mailing lists of Agency technical
204 support representatives throughout the country. The contractor shall submit a NICE
205 Conference Plan, which provides a schedule of when the required activities will occur. The
206 teleconferences will be scheduled on the third Tuesday of every month and a two or three-day
207 conference will be conducted in June 1997.

208 The contractor shall be responsible for providing technical support for all ETSD-supported
209 LAN applications software. This includes testing and evaluation, problem resolution, LAN
210 application software installation, and upgrade support. The Contractor shall coordinate with
211 LANSYS when appropriate. General support for users shall continue under this work
212 assignment.

213 Examples of LAN applications software to be supported include WordPerfect, Lotus 1-2-3
214 and Notes, dBase, and GroupWise. The contractor shall review new and currently supported
215 products and identify opportunities for expanded EPA use. Training shall be conducted as
216 directed by the WAM through written technical direction and help desk support shall be
217 provided to LAN system administrators.

218 The contractor shall be responsible for keeping abreast of new technology and, when possible,
219 testing the applications software prior to its release in the marketplace. The contractor shall
220 play an active role in determining recommended configuration of newly-available software
221 and providing input regarding ETSD standard policies and procedures for software use.
222 Testing and evaluation plans shall be developed as new products become available and testing
223 schedules adhered to as agreed upon in the plan.

224 The contractor must be knowledgeable in the use of standard LAN applications software in
225 use within the Agency (*e.g.*, WordPerfect, GroupWise, dBase, and Lotus).

226 The Contractor shall provide data by Program Office for the SIRMO Report that will detail
227 that Program Office use of WIC Services. The Contractor shall combine data for WIC
228 support and provide a SIRMO Report each trimester to the WAM for approval and
229 distribution to the SIRMOS.

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231 At the Work Assignment Manager's direction, the contractor shall staff and support the

Internet Services Center (ISC) on location at the Information Resources Center (the IRC, which will occupy the old Headquarters Library space), as well as any satellite facilities, under Lockheed Martin control, whose function is to extend the duties and responsibilities of the ISC. The contractor in ISC (satellite facilities shall be understood to be under the control of the ISC and not further mentioned except where necessary) shall be responsible for the following:

1) Translating the public access requirements of clients (program offices, regions, labs, etc.) into web pages and other products that are readily made available to the general public via the Agency's public access server(s). Most of these products shall be developed in hypertext markup language format, but new technology is constantly developing. The ISC contractor staff, from now on referred to as the ISC, must stay abreast of new developments and implement them as directed by the WAM, in consultation with the Research Triangle Park facility. For example, the Agency currently needs timely support in evaluating and adopting Internet audio and video capability for client web pages. In addition, the contractor must handle technology that is now in place, such as Adobe Acrobat Portable Document Format (PDF) and Lotus Notes and its Internet publishing capability. The ISC must coordinate with the Enterprise Technology Services Division at Research Triangle Park and their Lockheed Martin support staff as many of their activities dovetail with the ISC's.

2) Providing support for the creation of professional and attractive web pages, and for the selection and operation of the equipment and software used to assemble them. At the IRC location, the ISC shall provide support in recommending equipment and software for the ISC. Workstations shall be available for those users who wish to learn how to create and maintain their own pages at the IRC location. The ISC shall provide support to these users as well as create and maintain pages for users who are not inclined to do their own work. The ISC shall be prepared to accommodate both walk in and scheduled users, as well as supporting telephone and help desk users.

3) Providing support in preparing presentations, multimedia materials, HTML products, etc. for advertising and promoting the presence and services of the ISC within the Agency. Also the ISC shall participate in promotional activities directed at expanding the ISC business base, and in informational meetings for the EPA community such as the Internet Users' Group. The contractor shall not publicize this effort via paid newspaper advertisements.

4) Staffing satellite operations to support programs, either at the requestor's site, or in nearby extended ISC locations. No matter the particular location, (there may be multiple satellite sites), the contractor staff shall prepare materials for the public access server. There must be a clear understanding that the client may want to incorporate items in their web page that are clearly contradictory to EPA guidelines and procedures. Requests like these shall be directed through the WAM to a

responsible EPA Internet official for resolution.

It is anticipated that the ISC's clients may need services that are available from other public access via the Internet Agency sites. The ISC in the IRC shall be the storefront through which service is requested, but there are other centers, both ISC satellites and Agency Internet service centers, that serve the EPA clientele. For example, EPA's Cincinnati office may well handle document conversion activities, and RTP may be tasked with approving web pages before publication on the public access server. When a client requires support for solving their Internet publishing need, the involvement of other centers should be as seamless as possible.

Task 05 PC/LAN General Satellite Support

This task relates to WCF resource pool cod R202A

WIC General Satellite Support. General satellite support analysts shall provide the basic information center support services but will be located in the Program Office. Satellites shall provide hardware installation and troubleshooting support, software support and support in using software tools, graphics and desktop publishing support, one-on-one training, small group seminars, and special classes for supported offices. Virus scanning and eradication, procurement support (e.g., providing information on products/services available through Agency contracts), configuration support, and analysis of PC requirements shall also be included as additional areas of support provided.

The Contractor shall be responsible for the direct supervision of all Contractor satellite personnel. The Satellite Service Plan developed or modified by the client office and ETSD representative shall be reviewed by the Contractor. If there are any problems with the Satellite Service Plan, the information in the plan shall be modified to meet with the satisfaction of the client office, and the ETSD representative.

The Contractor shall not provide replacements for satellite support specialists absent due to normal illnesses or vacations less than two weeks in duration. Replacements (referred to as "floaters") shall be provided in the case of an extended absence of a primary support satellite (e.g., due to a resignation, lengthy illness, maternity leave, etc.). Floaters shall not be provided when requests for new satellites are made, unless specified through written technical direction by the WAM.

The Contractor shall ensure that open lines of communication are maintained and satellite support staff remain well informed regarding changes in NDPD direction or policy. This may be accomplished through weekly/special meetings with individuals/groups as may be warranted. The Contractor is responsible for ensuring that satellite support personnel are qualified and maintain the level of expertise needed to support the client office. Training to be direct charged will be provided only for new /emerging technology or Agency specific hardware/software. Opportunities for training may include, but are not limited to, in-house training sessions being offered at the WIC and outside training in specialized topics. Program office sponsors shall be notified in writing by the EPA PC/WIC Technical Support Manager when satellites are scheduled to attend a training session. Training slots assigned to a program office shall not be used when a satellite attends a WIC training class.

The Contractor shall provide all new program office satellites with an intensive orientation program that introduces the EPA and ETSD organization, policies, programs and procedures.

The Contractor shall ensure that satellite support is provided the necessary tools and facilities to perform. This includes WIC facility access, access to the contractor's other personnel at the WIC or any additional support required (e.g., special seminars, support of a particular software program, etc.).

There are some limitations to the work that can be performed. For example, the contractor through satellite support may be required to develop script files or simple macros. However, satellite support shall not perform any data entry or programming tasks beyond the level required to demonstrate a product's capabilities unless previous approval has been obtained through the creation of a Satellite Service Plan as approved by the WAM. Satellite Service Plans can not require applications programming for new systems but may, in specific cases, provide the flexibility for satellite support to modify an existing application. If established in a Satellite Service Plan, the contractor may be required to modify existing specialized applications. However, the contractor will not be held responsible if the contractor is unable to maintain applications created by other contractors.

The contractor, through Satellite support shall provide only rudimentary support when client offices are involved in an office move. The Contractor may be required to prepare equipment for transfer to another location by tagging system components and unplugging the systems. The Contractor shall also provide support in reconnecting equipment once it has reached its destination. The Contractor shall not actually move equipment from one location to another; this task falls to the Headquarters Facilities Management and Services Division.

When there are outstanding requests for both PC support and LAN support, the contractor shall respond first to the LAN service request. This directive is based on the assumption that PC support normally is provided for one individual at a time, while the availability and stability of LAN services affects many people and often impacts high priority work tasks.

339 The Contractor shall perform services that are in compliance with ETSD LAN policies and
340 procedures and EPA standards. If requested by client offices, to deviate from these policies,
341 satellites shall be instructed to report this information to their managers for further
342 examination. No work shall be done that is not in compliance unless management approval
343 has been received.

344 The Contractor shall be available during regular operating hours (normally 8:00 a.m. to 5:00
345 p.m., Eastern Time) on federal government workdays, unless specific arrangements are made
346 with the client office and agreed upon by the WAM. If a client office requests a work
347 schedule that varies from the normal operating hours (e.g., a compressed work week
348 schedule), the request must be submitted in writing by the client office to the WAM. The
349 request must identify the client office coverage needs and the working schedule requested.
350 The WAM will coordinate with the contractor to accommodate the request if possible. Once
351 agreement has been reached, the Contractor will implement the revised schedule.

352 The Contractor shall perform all operating system and software upgrades on weekends or
353 during off hours unless specific arrangements between the EPA Work Assignment Manager
354 and the client office are made. When special hours need to be worked, alternative work
355 schedules can be arranged during the period that the upgrades are performed by the contractor
356 to facilitate completion of the off hours work to be performed.

357 Satellite support personnel shall be provided with a beeper and special phone number that can
358 be used by the client. The phone number will be circulated at the discretion of the program
359 office representative(s). The Contractor shall be available to respond to beeper calls during
360 normal working hours.

361 The Contractor shall submit a weekly activity report to office sponsor. This report shall
362 describe the accomplishments for the week and is intended to provide feedback for the
363 EPA/WIC concerning potential areas of improvement for ETSD service offerings.

364 Satellite "floaters" shall be utilized to ensure continuous service to the existing OSAs. The
365 floater shall be placed in the office one week prior to the departure of the normal satellite.
366 Floater support shall be provided 100% of the time.

367 The Contractor shall update Satellite workplans as directed by the WAM through written
368 technical direction.

369 Qualifications required for satellite support will be dependent on the need of individual
370 offices being supported and the particular requirements within that office. In some cases, the
371 Contractor is required to be knowledgeable or experts in LAN technology, in other cases, the
372 Contractor shall be knowledgeable in the use of a particular software program (e.g., Lotus
373 Notes).

374 The Contractor shall provide data by Program Office for the SIRMO Report that will detail
375 that Program Office's use of WIC Services.

376 **Task 06 LAN System Administrator**

377 This task relates to WCF resource pool code R202B.

378 WIC LAN System Administrator (SA) Satellite Support. Satellites serving in the capacity of
379 a LAN SA form the basis for the second tier of Headquarters Satellite support. The satellite
380 LAN SA shall respond to requests from the EPA LAN Manager and supports the EPA LAN
381 Manager in coordinating every aspect of LAN implementation, including planning,
382 installation, modification, administration, and maintenance of a LAN. EPA LAN Managers
383 may involve satellites in the areas of LAN planning and installation, management of routine
384 LAN operations, and coordination of various NDPD support groups. Satellite LAN SAs may
385 be responsible for installing and upgrading LAN hardware and software, training new LAN
386 end users, providing LAN user support services, and protecting LAN-resident data and other
387 resources from theft, damage, and unauthorized use. Satellite LAN SAs shall monitor client
388 office LANs to ensure compliance with guidelines established by ETSD. In addition, satellite
389 LAN SAs shall perform and maintain backups and recover data as needed, when these
390 services are not provided by the central site. Last, satellite LAN SAs shall communicate with
391 other Agency LAN administrators, participating in conference calls, attending LAN Site
392 Coordinator meetings, and keeping abreast of LAN technology as it is deployed at EPA.

393 The Contractor shall be responsible for the direct supervision of all Contractor satellite
394 personnel. The Satellite Service Plan developed or modified by the client office and ETSD
395 representative shall be reviewed by the Contractor. If there are any problems with the
396 Satellite Service Plan, the information in the plan shall be modified to meet with the
397 satisfaction of the client office, and the ETSD representative.

398 The Contractor shall not provide replacements for satellite support specialists absent due to
399 normal illnesses or vacations less than two weeks in duration. Replacements (referred to as
400 "floaters") shall be provided in the case of an extended absence of a primary support satellite
401 (e.g., due to a resignation, lengthy illness, maternity leave, etc.). Floaters shall not be
402 provided when requests for new satellites are made, unless specified through written technical
403 direction by the WAM.

404 The Contractor shall ensure that open lines of communication are maintained and satellite
405 support staff remain well informed regarding changes in NDPD direction or policy. This
406 may be accomplished through weekly/special meetings with individuals/groups as may be

warranted. The Contractor is responsible for ensuring that satellite support personnel are qualified and maintain the level of expertise needed to support the client office. Training to be direct charged will be provided only for new /emerging technology or Agency specific hardware/software. Opportunities for training may include, but are not limited to, in-house training sessions being offered at the WIC and outside training in specialized topics. Program office sponsors shall be notified in writing by the EPA PC/WIC Technical Support Manager when satellites are scheduled to attend a training session. Training slots assigned to a program office shall not be used when a satellite attends a WIC training class.

The Contractor shall provide all new program office satellites with an intensive orientation program that introduces the EPA and ETSD organization, policies, programs and procedures.

The Contractor shall ensure that satellite support is provided the necessary tools and facilities to perform. This includes WIC facility access, access to the contractor's other personnel at the WIC or any additional support required (e.g., special seminars, support of a particular software program, etc.).

There are some limitations to the work that can be performed. For example, the contractor through satellite support may be required to develop script files or simple macros. However, satellite support shall not perform any data entry or programming tasks beyond the level required to demonstrate a product's capabilities unless previous approval has been obtained through the creation of a Satellite Service Plan as approved by the WAM. Satellite Service Plans can not require applications programming for new systems but may, in specific cases, provide the flexibility for satellite support to modify an existing application. If established in a Satellite Service Plan, the contractor may be required to modify existing specialized applications. However, the contractor will not be held responsible if the contractor is unable to maintain applications created by other contractors.

The contractor, through Satellite support shall provide only rudimentary support when client offices are involved in an office move. The Contractor may be required to prepare equipment for transfer to another location by tagging system components and unplugging the systems. The Contractor shall also provide support in reconnecting equipment once it has reached its destination. The Contractor shall not actually move equipment from one location to another; this task falls to the Headquarters Facilities Management and Services Division.

When there are outstanding requests for both PC support and LAN support, the contractor shall respond first to the LAN service request. This directive is based on the assumption that PC support normally is provided for one individual at a time, while the availability and stability of LAN services affects many people and often impacts high priority work tasks.

The Contractor shall perform services that are in compliance with ETSD LAN policies and procedures and EPA standards. If requested by client offices to deviate from these policies, the satellites shall be instructed to report this information to their managers for further

444 examination. No work will be done that is not in compliance until management approval has
445 been received.

446 The Contractor shall be available during regular operating hours (normally 8:00 a.m. to 5:00
447 p.m., Eastern Time) on federal government workdays, unless specific arrangements are made
448 with the client office and agreed upon by the WAM. If a client office requests a work
449 schedule that varies from the normal operating hours (e.g., a compressed work week
450 schedule), the request must be submitted in writing by the client office to the WAM. The
451 request must identify the client office coverage needs and the working schedule requested.
452 The WAM will coordinate with the contractor to accommodate the request if possible. Once
453 agreement has been reached, the Contractor shall implement the revised schedule.

454 The Contractor shall perform all operating system and software upgrades on weekends or
455 during off hours unless specific arrangements between the EPA Work Assignment Manager
456 and the client office are made. When special hours need to be worked, alternative work
457 schedules can be arranged during the period that the upgrades are performed by the contractor
458 to facilitate completion of the off hours work to be performed.

459 Satellite support personnel shall be provided with a beeper and special phone number that can
460 be used by the client. The phone number will be circulated at the discretion of the program
461 office representative(s). The Contractor shall be available to respond to beeper calls during
462 normal working hours.

463 The Contractor shall submit a weekly activity report to office sponsor. This report shall
464 describe the accomplishments for the week and is intended to provide feedback for the
465 EPA/WIC concerning potential areas of improvement for ETSD service offerings.

466 Satellite "floaters" shall be utilized to ensure continuous service to the existing OSAs. The
467 floater shall be placed in the office one week prior to the departure of the normal satellite.
468 Floater support shall be provided 100% of the time.

469 The Contractor shall update Satellite workplans as directed by the WAM through written
470 technical direction.

471 Qualifications required for satellite support will be dependent on the need of individual
472 offices being supported and the particular requirements within that office. In some cases, the
473 Contractor is required to be knowledgeable or experts in LAN technology, in other cases, the
474 Contractor shall be knowledgeable in the use of a particular software program (e.g., Lotus
475 Notes).

476 The Contractor will provide data by Program Office for the SIRMO Report that will detail
477 that Program Office's use of WIC Services.

Task 07 Technical Systems Analyst

This task relates to WCF resource pool code R202C.

Technical Satellite Support. Technical satellite support, the third in the WIC's tiered approach to support, encompasses those satellite support requirements that are specialized or require a high level of technical expertise. Internet, Oracle, or Lotus Notes System Administrators or Geographic Information System specialists are examples of satellites that fall into the third level of support. The technical satellites shall perform daily administration of computer systems, install new software, provide technical design and configuration advice and documentation, test program interfaces between the operating systems and applications, and perform security services, including virus scanning, account security, and account management.

The Contractor shall be responsible for the direct supervision of all Contractor satellite personnel. The Satellite Service Plan developed or modified by the client office and ETSD representative shall be reviewed by the Contractor. If there are any problems with the Satellite Service Plan, the information in the plan shall be modified to meet with the satisfaction of the client office, and the ETSD representative.

The Contractor shall not provide replacements for satellite support specialists absent due to normal illnesses or vacations less than two weeks in duration. Replacements (referred to as "floaters") shall be provided in the case of an extended absence of a primary support satellite (e.g., due to a resignation, lengthy illness, maternity leave, etc.). Floaters shall not be provided when requests for new satellites are made, unless specified through written technical direction by the WAM.

The Contractor shall ensure that open lines of communication are maintained and satellite support staff remain well informed regarding changes in ETSD direction or policy. This may be accomplished through weekly/special meetings with individuals/groups as may be warranted. The Contractor is responsible for ensuring that satellite support personnel are qualified and maintain the level of expertise needed to support the client office. Training to be direct charged will be provided only for new /emerging technology or Agency specific hardware/software. Opportunities for training may include, but are not limited to, in-house training sessions being offered at the WIC and outside training in specialized topics. Program office sponsors shall be notified in writing by the EPA PC/WIC Technical Support Manager when satellites are scheduled to attend a training session. Training slots assigned to a program office shall not be used when a satellite attends a WIC training class.

511 The Contractor shall provide all new program office satellites with an intensive orientation
512 program that introduces the EPA and ETSD organization, policies, programs and procedures.

513 The Contractor shall ensure that satellites support is provided the necessary tools and facilities
514 to perform. This includes WIC facility access, access to other contractor personnel at the
515 WIC or any additional support required (e.g., special seminars, support of a particular
516 software program, etc.).

517 There are some limitations to the work that can be performed. For example, the contractor
518 through satellite support may be required to develop script files or simple macros. However,
519 satellite support shall not perform any data entry or programming tasks beyond the level
520 required to demonstrate a product's capabilities unless previous approval has been obtained
521 through the creation of a Satellite Service Plan as approved by the WAM. Satellite Service
522 Plans can not require applications programming for new systems but may, in specific cases,
523 provide the flexibility for satellite support to modify an existing application. If established in
524 a Satellite Service Plan, the contractor may be required to modify existing specialized
525 applications. However, the contractor will not be held responsible if the contractor is unable
526 to maintain applications created by other contractors.

527 The contractor, through Satellite support shall provide only rudimentary support when client
528 offices are involved in an office move. The Contractor may be required to prepare equipment
529 for transfer to another location by tagging system components and unplugging the systems.
530 The Contractor shall also provide support in reconnecting equipment once it has reached its
531 destination. The Contractor shall not actually move equipment from one location to another;
532 this task falls to the Headquarters Facilities Management and Services Division.

533 When there are outstanding requests for both PC support and LAN support, the contractor
534 shall respond first to the LAN service request. This directive is based on the assumption that
535 PC support normally is provided for one individual at a time, while the availability and
536 stability of LAN services affects many people and often impacts high priority work tasks.

537 The Contractor shall perform services that are in compliance with NDPD LAN policies and
538 procedures and EPA standards. If requested by client offices, the contractor deviate from
539 these policies, the contractor are instructed to report this information to their managers for
540 further examination. No work will be done that is not in compliance until management
541 approval has been received.

542 The Contractor shall be available during regular operating hours (normally 8:00 a.m. to 5:00
543 p.m., Eastern Time) on federal government workdays, unless specific arrangements are made
544 with the client office and agreed upon by the WAM. If a client office requests a work
545 schedule that varies from the normal operating hours (e.g., a compressed work week
546 schedule), the request must be submitted in writing by the client office to the WAM. The
547 request must identify the client office coverage needs and the working schedule requested.

548 The WAM will coordinate with the contractor to accommodate the request if possible. Once
549 agreement has been reached, the Contractor will implement the revised schedule.

550 The Contractor shall perform all operating system and software upgrades on weekends or
551 during off hours unless specific arrangements between the EPA Work Assignment Manager
552 and the client office are made. When special hours need to be worked, alternative work
553 schedules can be arranged during the period that the upgrades are performed by the contractor
554 to facilitate completion of the off hours work to be performed.

555 Satellite support personnel shall be provided with a beeper and special phone number that can
556 be used by the client. The phone number will be circulated at the discretion of the program
557 office representative(s). The Contractor shall be available to respond to beeper calls during
558 normal working hours and off-hours (nights/weekends).

559 The Contractor shall submit a weekly activity report to office sponsor. This report shall
560 describe the accomplishments for the week and is intended to provide feedback for the
561 EPA/WIC concerning potential areas of improvement for ETSD service offerings.

562 Satellite "floaters" shall be utilized to ensure continuous service to the existing OSAs. The
563 floater shall be placed in the office one week prior to the departure of the normal satellite.
564 Floater support shall be provided 100% of the time.

565 The Contractor shall update Satellite workplans as directed by the WAM through written
566 technical direction.

567 Qualifications required for satellite support will be dependent on the need of individual
568 offices being supported and the particular requirements within that office. In some cases, the
569 Contractor is required to be knowledgeable or experts in LAN technology, in other cases, the
570 Contractor shall be knowledgeable in the use of a particular software program (*e.g.*, Lotus
571 Notes).

572 The Contractor will provide data by Program Office for the SIRMO Report that will detail
573 that Program Office's use of WIC Services.

574 **Task 08 Operations Support and Facility Maintenance**

575 This task relates to WCF resource pool code R302.

576 The contractor shall be responsible for distributing printed output from the National Computer
577 Center's (NCC) mainframe into bins located in the WIC. The contractor shall also ensure that
578 printed output is properly delivered to the customer community as appropriate. Output must
579 properly reach its destination at least 98% of the time.

580 The contractor shall be responsible for ensuring that all the mainframe equipment housed at
581 the WIC is maintained in good working order. Service must be available 100% of the time
582 beginning on Monday at 6:00 a.m. and ending on Saturday at 6:00 p.m. EST. The contractor
583 shall also staff the WIC from 8:00 a.m. until 6:00 p.m. EST on Saturdays and from 10:00 a.m.
584 until 6:00 p.m. EST on Sundays.

585 As stated in Section C.2.2 of the contract Statement of Work, the contractor shall staff the
586 WIC on the following holidays: Columbus Day, Martin Luther King, Jr.'s Birthday and
587 President's Day. The contractor shall not staff the WIC on all other Federal Holidays,
588 including Inauguration Day during an election year.

589 When printing problems occur, the contractor shall attempt to resolve the problems. The
590 contractor shall provide assistance to the customer community by determining the status of
591 print jobs and troubleshooting any problems that arise. All problems shall be reported in a
592 weekly report.

593 In addition to distributing printed output, the contractor shall ensure that all printing devices at
594 the WIC are maintained in good working order and available at least 95% of the time.
595 Peripheral devices include included are two Datagraphix 9835 laser printers, a Calcomp
596 color plotter, a Versatec color plotter, and two IBM 3803 page printers.

597 The contractor shall provide a disk duplicating service for Headquarters Program Offices.
598 Diskettes might contain EPA-developed programs or data being distributed to a wide
599 audience, but must not contain "off the shelf" copyrighted software. The ability to duplicate
600 both 5-1/4" and 3-1/2" diskettes must be provided. In addition, a disk backup and recovery
601 service shall be provided. The service shall provide Program Offices with a method of
602 restoring licensed software that is damaged or lost. Master sets of diskettes for designated
603 software programs shall be maintained by the contractor in secured space in the WIC to
604 support of this service. Disk backup and recovery services shall be available from 8:00 am to
605 5:00 pm Monday through Friday.

606 The contractor shall complete incremental backups on a nightly basis for local area network
607 file servers. Backups shall be performed for Prime systems and office systems located at the
608 WIC. Full backups shall be completed on a weekly basis for each of these systems.

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630	1-3	Monthly Progress Report	Monthly Progress Report provided by 12th day of the month.	1
631	1-4	SIRMO Report	SIRMO Report provided by last working day in February, June, and September.	1
632	2-1	Weekly Progress Report	Weekly Progress Report provided by noon every Wednesday.	1
633	2-2	Monthly Progress Report	Monthly Progress Report provided by 12th day of the month.	1
634	2-3	Monthly Inventory Report	Monthly Inventory Report provided by 12th day of the month.	1
635	2-4	Quarterly Cost Expenditure Report	Quarterly Cost Expenditure Report provided by second Friday in January, April, and July.	1
636	2-5	Quarterly Inventory Report	Quarterly Inventory Report provided by second Friday in January, April, and July.	1
637	2-6	SIRMO Report	SIRMO Report provided by last working day in February, June, and September.	1

638	2-7	Annual Inventory Report	Annual Inventory Report provided by last working day in September.	1
639	3-1	Weekly activity report	Weekly activity report provided by noon every Wednesday.	1
640	3-2	Floater update	Floater update provided by noon every Wednesday.	1
641	3-3	Monthly activity report	Monthly activity report provided by 12th day of the month.	1
642	3-4	SIRMO Report	SIRMO Report provided by last working day in February, June, and September.	1
643	3-5	Course syllabus	Course syllabus by second Friday in December, March, June, and September.	1
644	3-6	Course schedule	Course schedule in hard copy format and online by second Friday in December, March, June, and September.	1
645	4-1	Weekly Progress Report	Weekly Progress Report provided by noon every Wednesday.	1

646	4-2	Floater update	Floater update provided by noon every Wednesday.	1
647	4-3	Monthly Progress Report	Monthly Progress Report provided by 12th working day of the month.	1
648	4-4	SIRMO Report	SIRMO Report provided by last working day in February, June, and September.	1
649	4-5	NICE Teleconferences	Minutes from NICE teleconferences submitted to WAM for approval within 5 working days after teleconference is conducted.	1
650	4-6	NICE Conference Plan	NICE Conference Plan with time line by February 15, 1997.	1
651	4-7	Bay Area Upgrade Plan	Bay Area Upgrade Plan by April 30, 1997.	1
652	5-1	Weekly Progress Report	Weekly Progress Report provided by noon every Wednesday.	1
653	5-2	Floater update	Floater update provided by noon every Wednesday.	1
654	5-3	Monthly Progress Report	Monthly Progress Report provided by 12th day of the month.	1

655	6-1	SIRMO Report	SIRMO Report provided by last working day in February, June, and September.	1
656	6-2	Annual Satellite Workplans	Annual Satellite Workplans by November 15,1996.	1
657	6-3	Updated Annual Workplans	Updated Annual Workplans as necessary, within 10 working days after request for modification is made.	1
658	7-1	Weekly Progress Report	Weekly Progress Report provided by noon every Wednesday.	1
659	7-2	Monthly Progress Report	Monthly Progress Report provided by 12th day of the month.	1
660	8-1	Weekly Progress Report	Weekly Progress Report provided by noon every Wednesday.	1
661	8-2	Monthly Progress Report	Monthly Progress Report provided by 12th day of the month.	1

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9-1	Updated OSA Collection Report	Updated OSA collection report provided by close of business on date new subscription worksheet or procurement request form is received.	1
9-2	Monthly activity report	Monthly activity report provided by 12th day of the month.	1
9-3	Updated Guide	Updated Guide to ETSD Headquarters Local Services by July 15, 1997.	1

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Travel/Training Text

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Refer to section entitled “Other Requirements” for additional information on Travel and Training.

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Destination	No. Of Days	No. Of People
Diagnosis - Preventative Maintenance PC Hardware	75	15
Help Desk Institute Conference	6	2
Training Institute Conference	6	2
DEC, Data General, GIS, and UNIX Conf. & Training	20	4
RTP Travel	75	3
Oracle, Windows, Novell, and Lotus Notes Training	45	15

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Other Training and Conferences	100	50
NICE Conference	15	5

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Statement of Work References

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C.7 - Information Centers/WIC Support Functional Requirements